



# Tax Relief Program Coordinator

## Job Description

Department: Clerk / Auditor  
Position: Career Service  
Pay Grade: 504  
Supervisory: No  
Reports to: Property Tax Administrator

### Summary

Under general guidance and direction of the Property Tax Administrator, oversees and monitors operation of the County Property Tax Abatement and Property Tax Exemption programs. Ensures program efficiency, accuracy, and compliance.

### Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Administer statutory tax relief programs for homeowners who are blind, disabled veterans, low-income, and/or senior citizens.
2. Advise abatement applicants, as needed; provide information on available resources.
3. Assist the public in completing and gathering required information for submission of an application for tax relief; conduct meetings, phone interviews, and correspondence, as needed.
4. Review tax relief and hardship applications; assess applicant information; discuss questions of a legal or policy nature with the Property Tax Administrator and County Attorney staff, as needed.
5. Review documentation provided with tax relief applications, including medical reports and expenses, Federal and State income tax returns, year-end financial forms and schedules, investment statements, financial aid, and other financial resources.
6. Monitor processing of tax relief applications; coordinate application processing workload within the County Tax Administration department.
7. Assist in design and review of annual tax relief applications, both paper and web-based versions.
8. Review properties previously qualifying for tax relief; monitor changes in ownership or use; report potential fraud.
9. Audit relief applications for compliance with policies, standards, and statutes.
10. Develop and implement training for new and existing staff assigned to assist with processing tax relief applications.
11. Process late abatement applications according to current state statutes, administrative rules, and guidelines from the Utah State Tax Commission and county ordinances.
12. Process applications for new and continuing property tax exemptions for non-profit organizations according to current state statutes, administrative rules, and guidelines from the Utah State Tax Commission and county ordinances.

### For Office Use Only

Job Code: 6228  
Job Title: Tax Relief Program Coordinator  
FLSA: Non-Exempt  
Effective Date: 12/3/2020  
Public Safety: No

Worker's Compensation: Clerical  
Background Level: I  
Safety Sensitive: No  
DOT: No  
ML: Individual Contributor

13. Correspond with tax relief and exemption applicants; compose and distribute communication; track and monitor applications to ensure adherence to statutory deadlines.
14. Review and submit applications to the Board of Commissioners for acceptance or denial; make recommendations, as needed.
15. Assist with public services as needed, including marriage licenses, passports, and voter registrations.

#### **Knowledge, Skills, and Abilities**

- Knowledge of County and State tax relief programs and services
- Knowledge of Federal and State tax legislation, policies, and procedures
- Knowledge of general office procedures and methods
- Knowledge of basic software including Excel, Word, Outlook, and Adobe Acrobat
- Knowledge of HIPAA and patient privacy laws relating to medical records +
- Knowledge of computer software related to job-specific duties for record keeping according to statutory retention guidelines
- Skilled in reading, writing, and basic math
- Skilled in operating standard office equipment
- Skilled in word processing, data entry, and basic spreadsheets
- Skilled in using various software programs unique to Utah County and/or the Clerk/Auditor's office
- Ability to manage time wisely with narrow and overlapping deadlines
- Ability to conduct thorough audits and corrections of incoming and outgoing documents
- Ability to maintain cooperative working relationships with those contacted during the course of work activities
- Ability to apply and articulate professional standards and procedures in all decision-making and interactions
- Ability to communicate effectively both verbally and in writing
- Ability to work with individuals from diverse social, economic, and ethnic backgrounds
- Ability to review and interpret complex financial statements and documents, including personal and business tax returns
- Ability to interpret and apply policies, procedures, regulations, ordinances, and statutes
- Ability to develop and maintain procedures for review of applications
- Ability to respond effectively and professionally in stressful situations
- Ability to perform work in an ethical manner
- Ability to type accurately and at an acceptable rate, based on job duties

#### **Supervisory Responsibility**

This position has no direct supervisory responsibility but does serve as a coach and mentor for other positions in the department.

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**Work Environment**

This job operates in a professional office environment. This role routinely uses standard office equipment such as a laptop, desktop, photocopiers, shredders, and filing cabinets. The noise level in the work environment is usually moderate. Work occasionally exposes the incumbent to stress, contagious or infectious diseases, strong smells or odors, and/or potentially hostile situations due to interactions with the public.

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is required to use manual dexterity to handle, feel, and operate objects, tools and controls, and reach with hands and arms. This employee is frequently required to stand, talk, and hear. Specific vision abilities by this job include close vision, ability to adjust focus, and ability to distinguish between shades of color and patterns. The employee is required to type, file and lift office supplies up to thirty (30) pounds. The employee may occasionally drive a motor vehicle.

**Position Type/Expected Hours of Work.**

Incumbent must work forty (40) hours each week to maintain full-time status. There may be availability to work out a flex schedule ahead of time that works for both the County and the employee. Occasional evening and weekend work may be required as job duties demand.

**Travel**

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected, up to five (5) percent.

**Required Education and Experience**

1. Associate degree from an accredited college or university in accounting, business, finance, economics, legal studies, political science, or a closely related field.
2. Two (2) years of experience in a field closely related to the duties described above.
3. Equivalent combinations of education and experience may also be considered.

**Preferred Education and Experience**

1. Preference may be given to applicants with a documented typing speed at or above the rate of forty (40) WPM net.

**Additional Eligibility Qualifications**

1. Applicants must possess a valid driver's license and obtain a valid State of Utah driver's license within sixty (60) days of employment.

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2. Selected applicants will be required to submit to a pre-employment drug screen and background check.

**AAP/EEO Statement**

It is the policy of Utah County Government to assure equal employment opportunity to its employees and applicants for employment without regard to race, color, religion, national origin, disability, age, sex, sexual orientation, genetic status or gender identity.

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee of this job. Duties, responsibilities, and activities may change at any time.

Utah County Government is a drug-free workplace.

**Below is to be completed after an offer has been extended and accepted.**

**Signatures**

This job description has been approved by all levels of management:

Manager \_\_\_\_\_

Department Head \_\_\_\_\_

Director – Human Resources \_\_\_\_\_

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_

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